AT-A-GLANCE – OPERATIONAL PLAN

Companion to 2022 - 2027 Strategic Plan

Courts in Coconino County

Our Mission:

The Courts in Coconino County provide access to justice and resolve legal disputes in a manner that instills and sustains trust and confidence in the judicial system.

Vision

The Courts in Coconino County will:

- Use existing and emerging technologies to enhance access, services, and operations.
- Be proactive and responsive to the needs of our communities.
- Provide a full continuum of court and community services and solutions in collaboration with justice and community partners.

Core Values

December 3, 2021

- Fair we are impartial in our actions, decisions, and treatment of all.
- Effective we are timely and efficient in everything we do.
- **❖** *Accountable* we demonstrate and maintain the highest ethical and professional standards.
- Innovative we pursue alternative methods to meet changing needs.

STRATEGIC FOCUS AREAS, LONG-RANGE GOALS, & STRATEGIC INITIATIVES FY22 & FY

SFA 1: ACCESS, SERVICES, **PROGRAMS**

Goals:

The Courts will be easily accessible and understandable to all people.

Judicial officers and staff will provide the highest quality of onsite and virtual customer service to all court users.

The Courts will provide programs that meet the needs of court users, families, youth, and the community.

Strategic Project:

- 1. Develop, implement, and partner with other criminal justice agencies on diversion programs.
- Collect and report data on diversity of our customers, staff, and jurors.
- 3. Identify and devise resources at each intercept within the Sequential Intercept Model.

SFA 2: FAIR/TIMELY **RESOLUTION / EFFICIENT OPS**

Goals:

The Courts will resolve legal matters in a timely manner, exceeding adopted time standards.

The Courts' processes and procedures will be fair, understandable, efficient, and effective (procedural fairness).

Strategic Projects:

- 1. Participate in the development of a local restoration to competency program.
- 2. Develop and incorporate caseflow strategies to improve time standards.
- 3. Expand the use of online dispute resolution.

SFA 3: TRUST & CONFIDENCE IN THE COURTS

Goals:

The Courts will build and maintain the public's trust and confidence.

The Courts will have positive relations with stakeholders and justice and community partners.

Strategic Projects:

- Develop and implement a mental health court within the Superior Court for high risk/high needs defendants.
- 2. Participate in the development of onestop shops to provide access to services.
- 3. Participate in community events to educate the public about the court and connect people to court services.

PROF., COMPETENT, **ENGAGED** WORKFORCE

SFA 4:

Goals:

The Courts' work environment will be inclusive, positive, innovative, and engaging.

The Courts workforce will have the knowledge, skills, and abilities to perform their job duties/work well.

Strategic Projects:

- 1. Collaborate with local human resources department and funding authority to address court employee compensation and benefits.
- 2. Provide educational and training programs on a regular basis.
- 3. Promote and support employees to attend leadership training.

COURT INFRASTRUCTURE

SFA 5:

Goals:

Court facilities meet the current and future needs of judicial officers, court employees, and the public, and instill trust and confidence in the judicial system.

The Courts' technological infrastructure will support the business, priorities, and operations of the Courts.

Strategic Projects:

- Establish a new **Superior Court** Division.
- Participate in the implementation of E-Access of court records.
- 3. Enhance court information technology support.